PROLINE

Range Hoods

INSTALLATION MANUAL

FOR ALL MODELS

Dear Valued Customer,

Congratulations on your recent purchase of a new PROLINE range hood!

To use your hood to its maximum potential, familiarize yourself with the controls and features of your new hood. This manual will step you through the installation of your hood, and how to maintain it. Read and use this care manual thoroughly, beginning with the *Important Safety Notice* section.

All PROLINE hoods are designed and manufactured with the closest attention to detail. If you ever experience a problem with your product, check the *Troubleshooting* section of this manual first. This section is a quick reference designed to save you time by answering your most common questions right away. If you still need help, please feel free to contact our Customer Support Team for assistance:

PROLINE Customer Support
1750 S 500 W, Suite 400
Salt Lake City, UT 84115
1-877-901-5530 (Toll Free)

Hours: Monday-Friday 7am-5pm Mountain Standard Time

Thank you for buying PROLINE! We are dedicated to delivering you quality hoods at amazingly low prices. We are confident you'll enjoy your new PROLINE hood for many years to come.

Best,

The PROLINE Customer Support Team

Table of Contents

1	***Saftey Notice***	**1**
2	***Diagrams***	**2-5**
	Filters 2-3	
	Venting 4-5	
3	***Installation***	***6-13***
	Preparation 6	
	Wall Hood 7-9	
	Island Hood 10-11	
	Undercabinet or Insert 12-13	
4	***Care & Cleaning***	**14-15**
5	***Troubleshooting***	**16**
6	***Purchase Information***	**17-19**
	Warranty 17	
	Returns 18	
	Exchanges 19	

IMPORTANT SAFETY NOTICE

Installer: Leave this guide with the homeowner.

Consumer: Keep this guide for future reference.

The Important Safety Notice and warnings in this manual are not meant to cover all possible problems and situations that can occur. Use common sense and caution when installing, maintaining or operating this or any other appliance.

Always contact the PROLINE Customer Support Team (1-877-901-5530) with any problems or situations that you do not understand.

Safety Symbols and Labels

DANGER

To avoid the possibility of explosion or fire, do not store or use combustible, flammable or explosive vapors and liquids (such as gasoline) inside or in the vicinity of this or any other appliance. Keep items that could explode (such as aerosol cans) away from cooktop burners, ovens and range hoods. Do not store flammable or explosive materials in adjacent cabinets or surrounding areas.

WARNING

WARNING - TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS, OBSERVE THE FOLLOWING:

1. Use this unit only in the manner intended by the manufacturer. If you have questions, contact PROLINE Customer Support.
2. Before servicing or cleaning your hood, turn the power off.

General Safety Precautions:

To reduce the risk of fire, electric shock, serious injury or death when using your range hood, follow basic safety precautions, including the following:

IMPORTANT SAFETY NOTICE

WARNING

- If you receive a damaged product, immediately contact PROLINE Customer Support. Do not install or use a damaged hood.
- Do not install, repair or replace any part of the range hood unless specifically recommended in the literature accompanying it.
- Use the range hood only for its intended purpose as outlined in this manual. DO NOT use this range hood to vent hazardous or explosive materials or vapors.
- Do not tamper with the controls.
- Never allow the filters to become blocked or clogged. Do not allow foreign objects, such as cigarettes or napkins, to be sucked into the hood.
- If the cooktop and range hood are near a window, use an appropriate window treatment. Avoid long drapes or other window coverings that could blow over the cooktop and hood, resulting in a fire hazard.
- Always run the blower(s) while the cooktop is operating.
- Do not leave children or pets alone or unattended in the area while the cooktop and range hood are in use. .
- The minimum vertical distance between the cooking surface and the exterior part of the hood must be no less than 28" (71 cm). The vertical distance may be longer for the range or cooktop being used.

To reduce the risk of a range top grease fire:

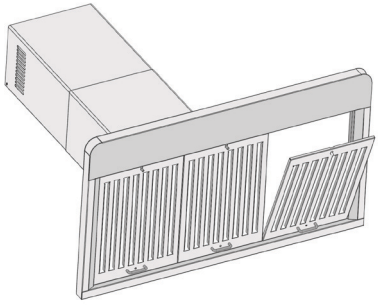
1. Never leave surface units unattended at high settings. Boil-overs cause smoking and greasy spills that may ignite. Heat oils slowly on low or medium settings.
2. Always turn hood ON when cooking at high heat
3. Clean ventilating fans frequently. Grease should not be allowed to accumulate on fan or filter.

To reduce the risk of injury to person in the event of a range top grease fire:

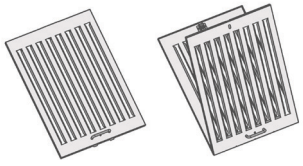
4. SMOTHER FLAMES with a close-fitting lid, cookie sheet or metal tray, then turn off the burner. BE CAREFUL TO PREVENT BURNS. If the flames do not go out immediately, EVACUATE AND CALL THE FIRE DEPARTMENT.
5. NEVER PICK UP A FLAMING PAN - you may be burned.
6. DO NOT USE WATER, including wet dish clothes or towels - a violent steam explosion may result.

GREASE FILTERS

BAFFLE FILTER

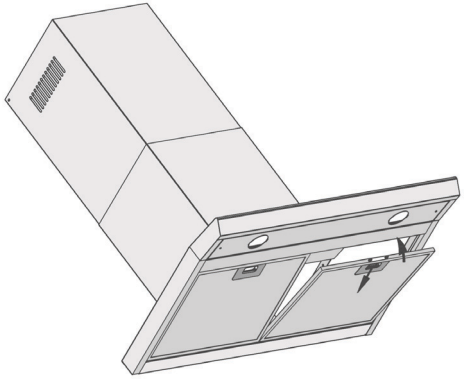


The baffle filter is equipped with a spring loaded handle. To remove from the hood, pull back toward the wall and down.



The baffle filter can also be opened for easy cleaning. To open unscrew the cylindrical handle and separate the layers to clean..

ALUMINUM FILTER



To remove the aluminum filter, pull the spring loaded handle back toward the wall and down

DUCTLESS FILTERS

CHARCOAL FILTER

(NOT ALWAYS AVALIABLE. CHECK WEBSITE FOR HOOD COMPATABILITY)

We recommend venting your hood directly outdoors if at all possible. If you do not have the option to vent your hood outside, charcoal filters are a convenient alternative. These filters clean impurities and odors from the air as it recirculates through your home. There are two styles of charcoal filters - round and square. The type you receive with your order will depend on the model of your hood.

Round

Square

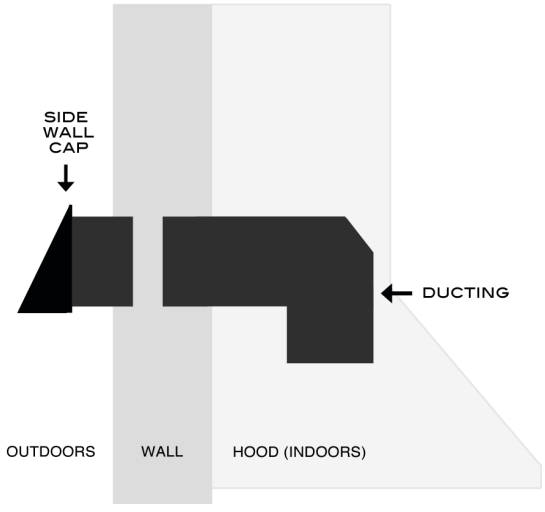
1. Remove the stainless steel or aluminum filters from the bottom of the hood.
2. Locate the existing raised support screws (A) on each side of the internal motor(s).
3. For each motor side, position charcoal filter over its support screw and rotate to lock into place.

Please note: We recommend you replace your charcoal filters after 150 hours of cooking, or every 3-6 months, depending on how often you cook.

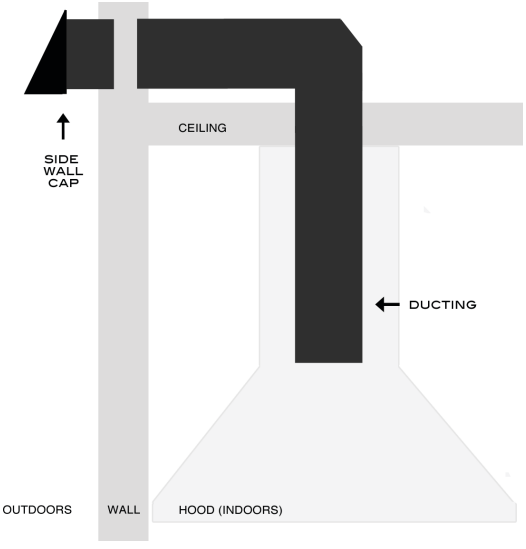
VENTING OPTIONS

HORIZONTAL WALL VENTING

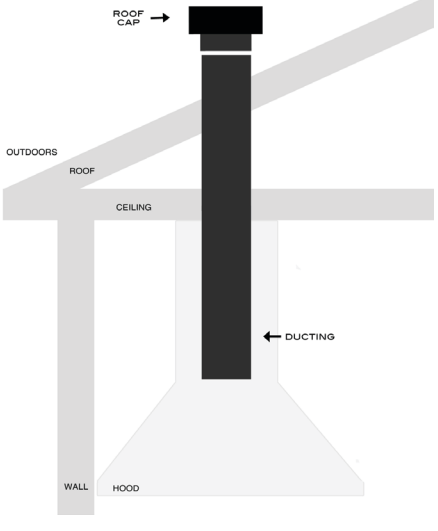
Option 1



Option 2



VERTICAL ROOF VENTING

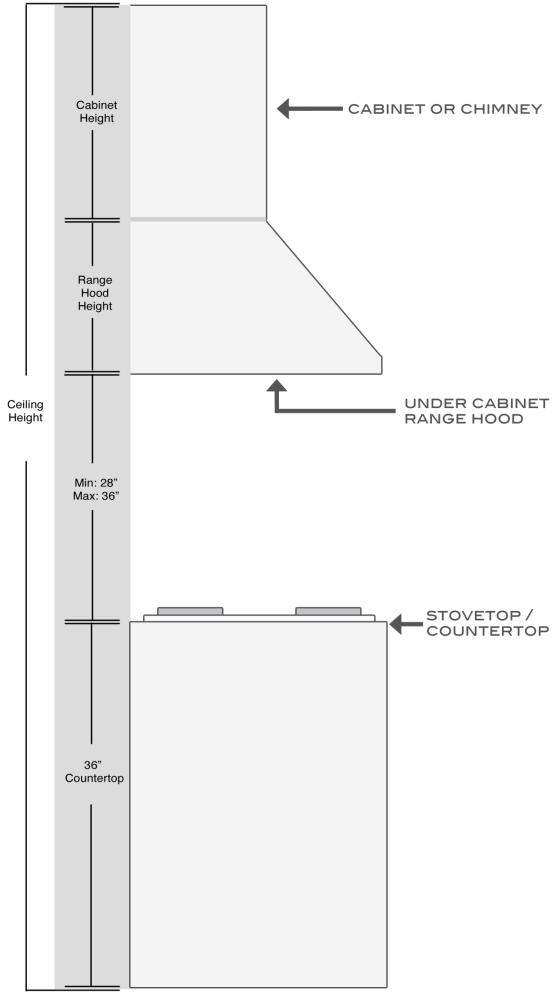


VENTING REQUIREMENTS

HEIGHT & VENTING REQUIREMENTS

For best operation, we recommend you:

- allow 28-36” between the top of your cooking surface and the bottom of hood
- vent vertically through the roof if possible
- vent through a side wall if you cannot vent directly above your range hood
- use 6” or 8” round (or 3-1/4 x 10” rectangular) metal ducting
- use as few elbows as possible, with no more than three 90° elbows.
- make sure there is at least 24” of straight vent between any elbows
- use silver or duct tape to seal all joints in the vent system
- use caulking to seal exterior openings around the cap
- always use metal or aluminum ducts for maximum airflow
- always keep the duct clean to ensure proper airflow



DO NOT:

- terminate the vent system into an attic or other enclosed area
- use 4” (10.2 cm) laundry-type wall caps
- use plastic venting

WARNING

It is important to install the hood at the proper mounting height. Hoods mounted too low could result in heat damage and fire hazard. Hoods mounted too high will be hard to reach and will lose performance and efficiency.

PREPARATION

INSPECT RANGE HOOD

1. **Check contents of box:**
   - range hood
   - wall or ceiling mounting bracket
   - small bag of hardware
   - chimney (only on certain models)
   - support brackets (only on certain models)
   - transition duct (only on certain models)

2. **Test**
   - plug in and test controls, lights, fan
   - inspect for any damage during shipping
   - you must report any damage to Proline within 7 days for a refund

TOOLS YOU'LL NEED:

- power drill
- screwdrivers
- drill bit
- tape measurer
- marking pencils
- duct tape aluminum backed
- level
- wall anchors (Make sure to buy the right kind. Hardware stores can help.)

PREPARE DUCTWORK

Ductwork should already be punched through celling (or the wall if ceiling is not an option) and ready to hook up to the range hood before beginning installation. See venting requirements on page 7 of this user manual.

If you are not venting to the outside of your home, be sure to install your charcoal filters before mounting the hood to the wall. See information on charcoal filters on page 5 of this manual.

WALL HOOD INSTALLATION

Plan where the ductwork will be located. Install proper-sized duct work, and roof or wall cap, depending on where you will be venting your hood. Recommended and most common installations are shown in the venting diagrams above. Adjust your measurements to accomodate heights of ceilings, cabinets, or rangetops.

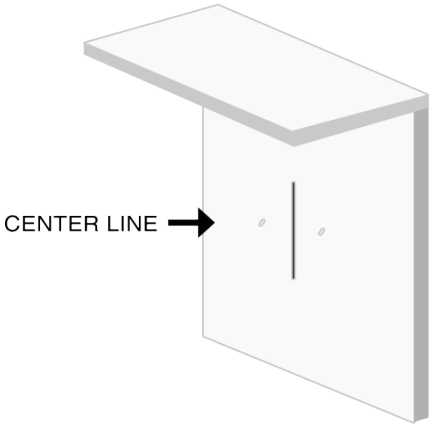
STEP 1 Install anchors and screws

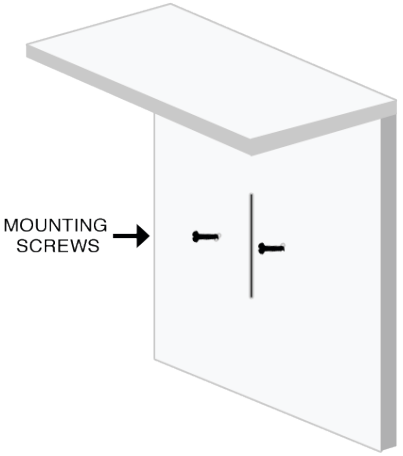
Markings you'll need:

- center line of installation area
- location of studs
- horizontal line 28" - 36" above the cook top (this is where the bottom of the range hood will be)

Use one panel of the cardboard shipping box to trace an outline of the hood.

- Place the cardboard panel against the range hood and trace an outline
- Find the center point of range hood (directly between mounting holes) and mark it on the cardboard panel
- Find the mounting points on the hood and mark them on the panel
- Transfer the panel to the wall, lining the bottom of panel to the horizontal line
- Line up the center point of the panel with center point on the wall
- Find mounting points on the cardboard and poke holes through it, marking where you will mount the hood to the wall.
- Predrill holes where your mounting marks are, then insert wall anchors and mounting screws

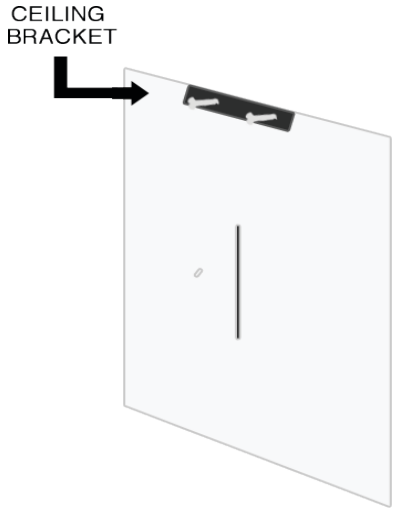




WALL HOOD INSTALLATION

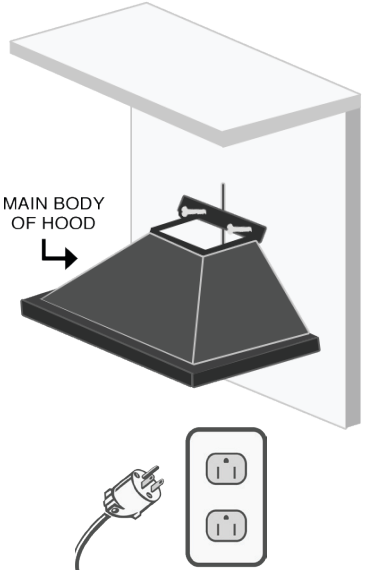
STEP 2 Install ceiling bracket

- Place the chimney bracket against the ceiling
- Find the center point of the bracket and mark it
- Line the bracket center point with the center point on the wall
- Mark the locations of bracket holes on wall
- Drill holes into the wall where you've marked
- Install wall anchors into these holes
- Screw ceiling bracket into place
- Chimney will mount on this bracket



STEP 3 Hang hood and connect

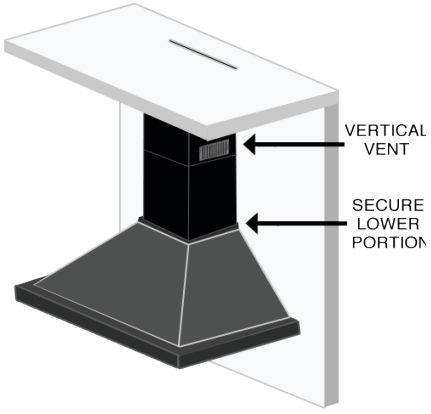
- Carefully hang the hood on the wall, attaching it to the studs using the screws already in place
- Line up bottom of range hood with your bottom line on the wall
- Tighten and anchor the hood to the wall
- Make sure to anchor the hood to a stud so the wall can support the weight of the range hood
- Attach your ductwork to the top of the hood
- Duct tape into place
- Find the three pronged plug and connect to an electrical outlet



WALL HOOD INSTALLATION

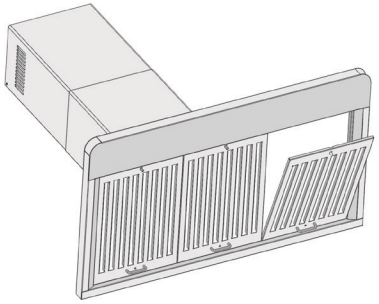
STEP 4 Install chimney

- Take off protective laminate coating
- Place the chimney on top of range hood base
- Make sure the chimney is facing the correct direction (the vertical vent should be on the top)
- Secure the lower portion of the chimney to the base of the hood
- Attach the chimney to the ceiling mounting bracket
- Screw the chimney into place on both sides
- Now the chimney is secured to the ceiling and wall



STEP 5 Install grease filter

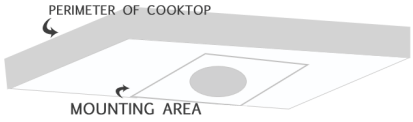
- Peel off any protective tape or film.
- Pop spring loaded filter into place
- That's it! Now you're ready to try out your new range hood



ISLAND HOOD INSTALLATION

STEP 1 Mark ceiling

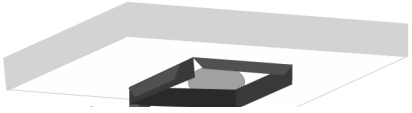
- find and mark the center point directly above your cooktop
- place the ceiling bracket on the ceiling around the center point. (Make sure it is square with your cooktop).
- trace the outline of the ceiling bracket onto the ceiling
- trace a circle where the ducting will go
- mark the 4 corners where you will drill holes



STEP 2 Install ceiling bracket

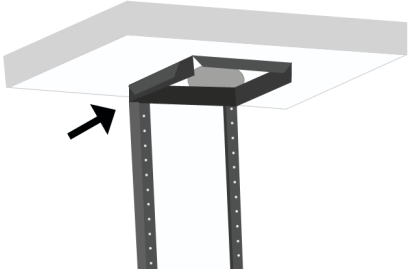
ceiling bracket must be mounted to a weight-bearing ceiling able to support at least twice the weight of the hood.

- drill holes into 4 ceiling marks from Step 1.
- cut out a hole in the ceiling where the ducting will go (if you are venting to the outside of your home)
- place chimney bracket against ceiling and screw into place
- drop the ducting and electrical work through the ceiling (if you are venting to the outside of your home)



STEP 3 Install support brackets

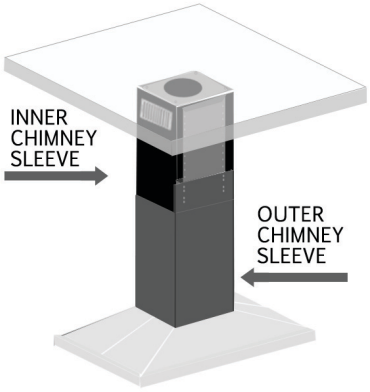
- place brackets vertically inside the 4 corners of the ceiling bracket
- extend the brackets to the appropriate length. (the bottom of the hood should be 28”-36” above the cooktop)
- screw all support brackets to the ceiling mounting bracket



ISLAND HOOD INSTALLATION

STEP 4 Install Chimney

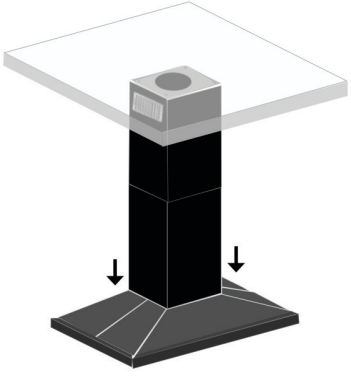
- slide inner chimney sleeve over support brackets, covering the ceiling bracket
- screw into place at the top of ceiling bracket
- slide outer chimney sleeve to the bottom portion of the chimney
- adjust until the bottom chimney sleeve comes a few inches from the bottom of the support brackets
- you may want to use painters tape to help hold the chimney in place while you proceed to step 5



STEP 5 Attach Hood

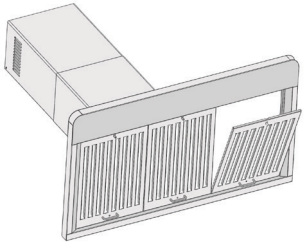
*first make sure your ductwork and electrical work are pulled through the ceiling and ready to go (see preparation work and step 2 above)

- if your hood comes with a transition ducting piece, secure it to the base of your hood before mounting
- place the base of the hood directly under the chimney
- screw hood to the support brackets on all 4 corners
- feed electrical and ducting work through chimney
- slide outer chimney sleeve down into place, meeting the top of the hood



STEP 6 Install Filters

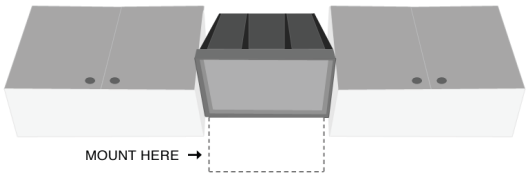
- if your hood will be ductless, install the charcoal filter (see filter information after the Control Panel diagram above)
- peel off any protective tape or film on the metal filter
- pop the spring loaded metal filter into place, directly under the hood
- That's it! Now you're ready to enjoy your new island hood!



HOOD INSERT INSTALLATION

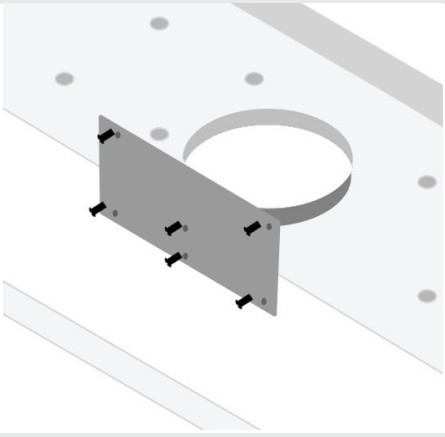
STEP 1

Mark the leveling point of the hood. Position two mounting screws on the wall leaving 1/8" space between the wall and your hood. If you are installing under a cabinet, the hood should be flush with the front of the cabinet. Make sure you mount the hood on wall studs or lumbars for secure placement.



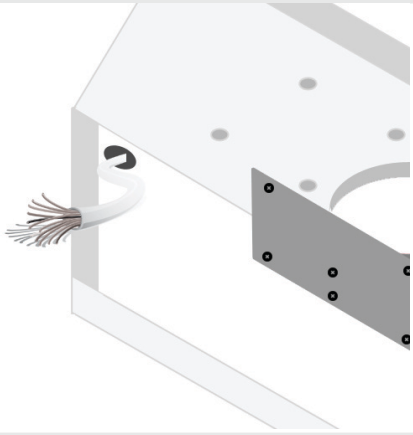
STEP 2

Attach the hood-mounting bracket to the back of the hood with the six screws provided.



STEP 3

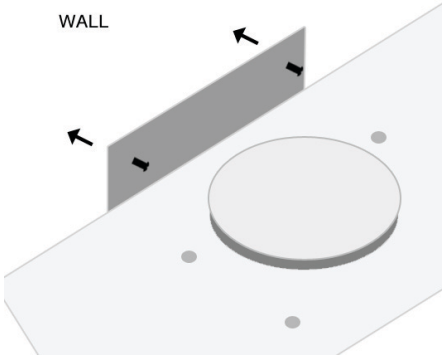
Puncture the knockout wire access hole at the back of the hood and pull the electrical wires through the back.



HOOD INSERT INSTALLATION

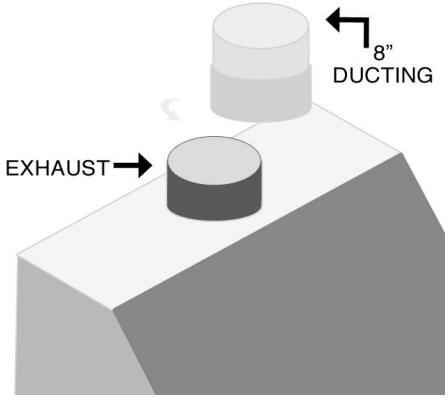
STEP 4

Align hood-mounting bracket to the screws on the wall and hook hood into place. Additional mounting fasteners may be used to further secure your hood.



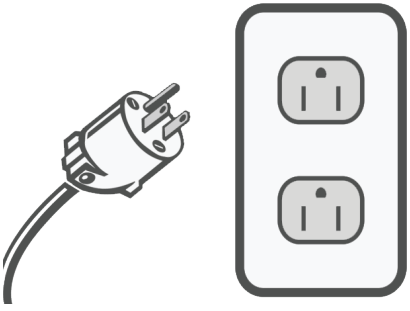
STEP 5

Use 6” or 8” round steel pipe to connect the exhaust on the hood to the ductwork above. Use silver tape or duct tape to make all joints secure and air tight.



STEP 6

Make your electrical connections. The hood comes with a grounded three prong plug that can either be direct wired or plugged into a 20 amp circuit.



Care & Cleaning

⚠ WARNING

- Never put your hand into the area housing the fan while the fan is operating
- Turn off power to the hood before cleaning
- Make sure your cooktop and hood are cool before cleaning
- Use only the types of cleaning solutions mentioned in this manual
- Completely dry the filter(s) immediately after cleaning

CLEANING EXTERIOR SURFACES

- Regular care will help preserve the appearance of your range hood.
- Always wipe stainless steel surfaces with the grain to avoid scratches
- Clean periodically with hot soapy water and clean cotton cloth.
- For heavier soil, use a liquid degreaser such as 409™ or Fantastic™.
- If hood looks splotchy, use a stainless steel cleaner on the surface. Promptly and gently remove cleaner with a soft towel or wipe.
- After cleaning, you may use non-abrasive stainless steel polish (such as 3m™ or ZEP™) to buff out stainless luster. Always scrub lightly and with a clean cotton cloth.

⚠ DO NOT:

- Use corrosive or abrasive detergent (eg, Comet Power Scrub™ or EZ-Off™ oven cleaner).
- Use steel wool or scouring pads, which will scratch and damage the stainless steel surface.
- Leak cleaning solution onto or into the control panel
- Allow deposits to accumulate or remain on the hood
- Allow salt solutions, disinfectants, bleaches, or cleaning compounds to remain in contact with the stainless steel for extended periods.

CLEANING THE FILTER

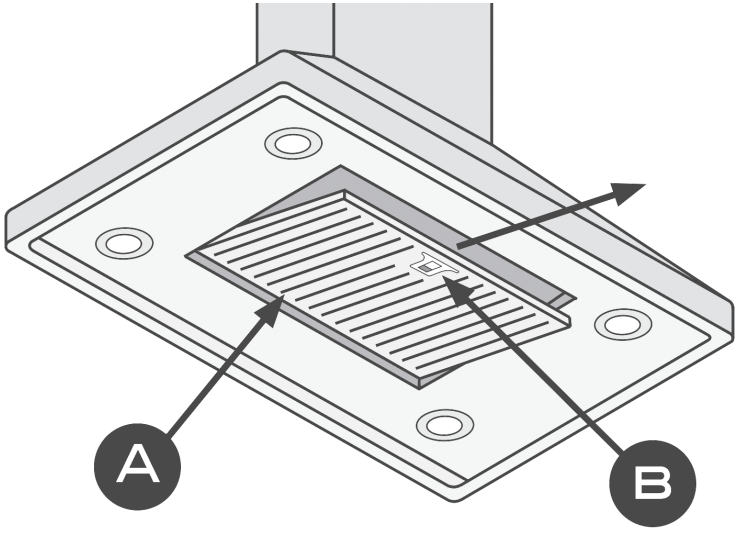
All PROLINE hoods come with either an aluminum mesh or stainless steel baffle filter. Both types of filters are dishwasher safe for easy cleaning. If handwashing your filter, follow the instructions in the “Cleaning Exterior Surfaces” section above.

Care & Cleaning

REPLACING THE LIGHT BULB

- Make sure the range hood is unplugged or turn OFF breaker
- Place a flat-head screwdriver between light cover and housing to remove cover
- Gently pull defective bulb straight out and discard
- Wear a cotton glove or use a cloth to handle the replacement bulb (DO NOT handle with bare fingers as this may shorten the life of the bulb)
- Push gently but securely into light socket. (DO NOT push too hard as bulb legs may break off)
- Replace light cover
- Turn ON breaker and range hood to test operation

REMOVING THE FILTER



- The filter **(A)** is located on the bottom of the hood, directly above the cooking surface.
- Hold the filter in place with one hand and pull back on the release lever **(B)** with the other.
- While pulling back on the release lever, lower the filter out of the hood. On hoods with more than one filter, remove, clean and replace all of the filters.

TROUBLESHOOTING

NOTHING WORKS (Control Panel not lit, Blower not working)

Solution 1: Turn on power at circuit breaker panel or fuse box. Check for tripped breaker or blown fuse.

Solution 2: Make sure hood main power switch is on.

LIGHTS NOT TURNING ON

Solution 1: see “nothing works”

Solution 2: Swap out lights to determine if bulbs are defective.

RANGE HOOD VIBRATES WHEN BLOWER IS ON

Solution: Make sure the range hood has been secured properly to the ceiling or wall.

BLOWER SYSTEM SEEMS WEAK

Solution 1: Increase the fan speed, ensure that it is at a high enough setting.

Solution 2: Make sure the ducting is sized correctly. Range hood will not function efficiently with insufficient duct size (IE, 9” duct over 8” hole)

Solution 3: Check to see if duct is clogged or if damper unit (half-circular flapper) is installed incorrectly. A tight mesh on a side wall cap unit might also cause restriction to the air flow.

AIR NOT VENTING OUT PROPERLY

Solution 1: Make sure there is at least 28” (71 cm) between the stove top and the bottom of the hood

Solution 2: Reduce the number of elbows and length of duct work. Check to ensure all joints are properly connected, sealed, and taped.

Solution 3: Make sure power is on high speed for heavy cooking.

WARRANTY

All PROLINE range hoods come with a Two Year Warranty on Parts, and a One Year Warranty on Labor.

Who is Covered:
Only the original purchaser for residential products purchased in the continental United States (limited warranty in Canada, Hawaii, and Alaska).

Two Year Warranty - Parts & Labor
For two years from the date of original purchase, we will repair or replace any parts or components that failed due to manufacturing defects. We will also pay for any labor costs associated with installation or replacement of defective parts. Save a receipt of your repair bills and contact us for a reimbursement.

One Year Warranty - Parts Only
For one year from the date of original purchase, we will repair or replace any non-consumable parts or components that failed due to manufacturing defects.

What is NOT Covered:

- Consumable parts such as light bulbs and filters (stainless, aluminum, or charcoal)
- Damage due to natural wear, improper maintenance, or use of abrasive cleaning products
- Chips, dents, or cracks due to abuse, misuse, or improper installation
- Damage caused by accident, fire, floods, or natural disaster

RETURNS

UPON RECEIPT OF YOUR HOOD:

1) Inspect your hood for any damage in shipping
2) Plug in and test controls (lights, fan)
3) Call 1-877-901-5530 within 7 days to report any damage

Please note: you must report any damage directly to PROLINE within 7 days of receipt if you wish to receive a replacement or refund.

RETURNS

Damaged Returns

1. You must report damage directly to PROLINE within 7 days to receive a full refund.
2. Send a photo showing the damage. We need this before we can approve your damage claim.
3. Once your claim is approved, we will arrange for a damage pickup.
4. A new replacement hood will be sent to you after the damaged hood has been received and inspected.

Please Note: Free returned shipping only applies to 48 contiguous United States. Hawaii, Alaska and Canada must pay regular shipping rates.

Undamaged Returns

1. Contact PROLINE Customer Support within 30 days with your intent and reason for refund
2. You will pay a 20% factory restocking fee
3. You will be responsible for all returned shipping costs. We can help arrange for a pickup if requested.

Exchanges

EXCHANGES

1. You must request an exchange directly to PROLINE within 14 days.
2. Notify us of your reason for the exchange. Provide a photo if your hood is damaged.
3. We will help arrange for returned shipping of your hood.
4. Once we receive your original hood, we will send the replacement hood.

Please Note:

- We will only allow one undamaged exchange per purchase.
- Your replacement hood must be of equal or lesser value.
- If the value of your replacement hood is higher, you will be responsible for paying the difference in price.

RETURN CLAIMS NOT ACCEPTED IF:

- Hood has been installed
- Hood has been custom cut or otherwise altered
- Damage is reported after 7 days
- Original packaging or parts are missing

CONTACT:

PROLINE Range Hoods

1-877-901-5530

www.prolinerangehoods.com

PROLINE RANGE HOODS

1750 S 500 W Salt Lake City, UT 84115 · 1-877-901-5530 · www.prolinerangehoods.com